

INTERVIEWEES

The following is the listing of individuals that were interviewed by the consulting team.

WSP Staff	
Chief Lowell Porter	Chief of WSP
Dr. Donald Sorenson	Acting Commander, Audit and Inspections Division
Glenn M. Cramer	Deputy Chief; Field Operations Bureau
Captain Tim Braniff	Field Operations, District 1
Captain Mike DePalma	Field Operations Bureau
Diane C. Perry	Director; Management Services Bureau
Bob Maki	Administrator, Budget Financial Services Division
Jim Anderson	Budget Manager
Mary Thygessen	Budget & Financial Services Analyst for Technical Services
Paul S. Beckley	Deputy Chief; Technical Services Bureau
Marty Knorr	Manager, Communications Division
Clark Palmer	Manager Electronic Services Division
Sue Fleener	Manager, Information Technology Division
Angie Peterson	Financial Systems Section
Marlene Boisvert	Manager, Software Engineering Section
Steven T. Jewell	Deputy Chief; Investigative Services Bureau (IAD)
Captain Coral Estes	IAD Commercial Vehicle Division
Captain Mark Couey	Investigative Assistance Division
Dr. Barry K. Logan	Director; Forensic Laboratory Services Bureau
Capt. Fred Fakkema	Government and Media Relations; Legislative Liaison
Susan Ramsey	Strategic Planning and Performance Section, Quality Consultant
Lt. Tristan Atkins	Aviation Section
Lt. Larry Raedel	Training Division

Legislative and Other Agency Staff	
Nate Naismith	Project Manager
Jerry Long	House staff analyst
Diane Schwickerath	Treasurer/Finance
Cindi Yates	Legislative Auditor; ex-officio member TPAB
Garry Austin	OFM Budget Analyst
Phil Salzburg	Washington State Traffic Safety Commission
Dan Davis	Washington State Department of Transportation Traffic Data Office

Primary Benchmarking Contacts	
Lt. Robert Stieffermann	Missouri State Highway Patrol
Kathy Mahl	Ohio Highway Patrol
Cynthia Vernacchia	Planning and Research Director, Virginia State Police
Major Jude Schexnyder	Chief Inspector; Texas Department of Safety
Lt. Col Farrell Walker	Internal Audit; Texas Department of Safety
Steve Gendler	Arizona Department of Public Safety

INTERVIEW QUESTIONS FOR WSP EXECUTIVES

The following are a sample of the questions asked of the WSP staff during the interview process:

LEGISLATIVE DIRECTION What, how, when, where do you get legislative direction? How helpful is that direction in managing the organization? Have these directions assisted you in managing the organization? How do you use or communicate them? What value do they have? Can you give us an example of how you have implemented legislative direction in the last year?
STRATEGIC PLAN What role did you have in the creation of the WSP strategic plan? How do you use it? Can you give us an example of when it has been used in your decision making?
PERFORMANCE MEASURES What are the performance measures that you pay attention to (most critical)? What do you use to track your department's operation? How do you use performance measures? What improvements/changes have you made based on performance measurement data? Can you provide copies of the measures you use and a sample report?
DECISION MAKING What performance measures do you use to make key operating decisions for: <ul style="list-style-type: none">▪ Resource allocation/changes (people)?▪ Organization changes (structure)?▪ Process changes (operations)?▪ Budget planning? Can you give us an example of when you have made a management decision based on this data?
PERFORMANCE MEASURE REPORTS Who manages your performance measure reporting process? What reports do you pay most attention to? Can you provide a sample? Who (outside of your department) uses your performance data and reports? What are they used for?
EVALUATION How do you determine if your performance measures are doing the job for you? How do you ensure that your performance measurement data are accurate? Have you changed, improved or modified your performance measures over the past 2 years? Can you provide an example?
BENCHMARKS Do you have benchmarks for performance measures? What other agencies or states have performance measures that you could be compared to?
INFORMATION/DATA How are your IT systems meeting your needs? <ul style="list-style-type: none">▪ Attaining your goals?▪ Providing data relative to your performance measures? What can be done to improve your IT systems?